

COMPLAINTS PROCEDURE

Customer satisfaction is very important to us and we aim to provide high levels of customer service at all times. However, we recognise that sometimes things might not go as expected and you may wish to make a complaint.

We view complaints as an opportunity to learn and we will aim to resolve any issues as quickly and as fairly as possible.

How to make a complaint

You can make your complaint by sending it in writing in either of the following ways:

Post	The Compliance Manager Unicorn Asset Management First Floor Office Preacher's Court The Charterhouse 15 Charterhouse Square London EC1M 6AU
E-mail	info@unicornam.com
Phone	020 7253 0889

How we will deal with your complaint

If we can resolve your complaint within 3 business days of receiving it, we will send you a written Summary Resolution Communication explaining how your complaint has been resolved and provide you with details about your rights to refer your complaint to the Financial Ombudsman Service if you remain unhappy.

If we need longer to investigate your complaint, we will acknowledge your complaint promptly within 5 business days of receipt. We may need further information from you or other parties to investigate your complaint, but we will endeavour to keep you updated on the progress of your complaint.

Within 8 weeks of receiving your complaint, we will send you a written final response detailing the outcome of our investigation. If we cannot respond within this timeframe, we will let you know when you can expect a final response.

If you are dissatisfied with our final response, or if we have not provided the final response within 8 weeks, you have the right to refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service (FOS)

The FOS is a free, independent dispute resolution service which settles complaints between consumers and financial services firms in a fair and impartial manner. Further details can be found on their website: <https://www.financial-ombudsman.org.uk>

You are normally required to refer your complaint within 6 months of receiving a final response (or 8 weeks from making your complaint if we have not been able to resolve it by then).

The FOS can be contacted in the following ways:

Post	Financial Ombudsman Service Exchange Tower London E14 9SR
E-mail	complaint.info@financial-ombudsman.org.uk
Phone	0800 023 4567

Where your complaint involves a third party

If we believe your complaint involves a third party, we may forward the complaint to that third party for investigation and resolution. If we do this, we will inform you in writing of the name and address of the firm to whom your complaint has been referred.

If we are jointly responsible for your complaint, we will refer the complaint to the other party and inform you in writing of the name and address of the other firm to whom your complaint has been referred. We will handle the part of your complaint that is our responsibility by following the procedures summarised in this document.